

Service Review Worksheet Summary

Library

April 2004

Dept- No	Service Name	Fund	Recovery	Cost	Legally Mandated: Entity		Scalable	Core Internal	Core External	Expected/Traditional	Optional	Population Served
	Program: Sunnyvale Center for Innovation, Invention, and Ideas (SC[I]3/Program)											
LIB-1	Sunnyvale Center for Innovation, Invention, and Ideas (SC[I]3/Program)	Patent Library	94.0%	\$335,632	NO		NO	NO	NO	NO	YES	1,662 customers (estimated 20% Sunnyvale, 80% non-resident).
	Program: Library Collection and Management											
LIB-2	Select and Acquire Materials for Children	General Fund	0.0%	\$199,222	NO		NO	NO	NO	YES	NO	90,000 card holders/887,000 library visitors. 11,450 items selected. 10,450 items discarded.
LIB-3	Select and Acquire Materials for Adults	General Fund	0.0%	\$716,186	NO		NO	NO	NO	YES	NO	90,000 card holders/887,000 library visitors. 22,735 items selected. 17,220 items discarded.
LIB-4	Order and Receive Library Materials	General Fund	0.0%	\$146,203	NO		NO	NO	NO	YES	NO	90,000 card holders/887,000 library visitors. 33,118 items ordered. 29,375 items received.
LIB-5	Administrative and Support Services for Collection Management	General Fund	0.0%	\$69,369	NO		NO	YES	NO	NO	NO	3 staff in Service Delivery Plan. 19 librarians who select items for purchase and review for discard.
LIB-6	Cataloging and Processing Library Materials for Use by the Public	General Fund	0.0%	\$547,130	NO		NO	NO	NO	YES	NO	90,000 card holders/887,000 library visitors. 17,862 items cataloged. 47,608 items processed.

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LIB-7	Repairing Library Materials for Use by the Public	General Fund	0.0%	\$105,907	NO		NO	NO	NO	YES	NO	90,000 card holders/887,000 library visitors. 16,000 items repaired.
LIB-8	Administrative Support Services for Cataloging and Processing	General Fund	0.0%	\$73,164	NO		NO	YES	NO	NO	NO	129 library staff.
LIB-9	Provide Access and Use of Library Materials Through Checkout, Shelving, and Notification Services	General Fund	9.8%	\$1,504,248	NO		NO	NO	YES	NO	NO	90,000 card holders/887,000 library visitors. 2,000,000 items circulated. 1,638,186 items shelved. 70,200 notices sent.
LIB-10	Interlibrary Loan Services	General Fund	0.0%	\$58,168	YES		NO	NO	NO	NO	NO	3,900 items. 90,000 card holders/887,000 library visitors plus requests from other libraries' customers.
LIB-11	Administrative and Support Services for Circulation	General Fund	0.0%	\$135,591	NO		NO	YES	NO	NO	NO	66 staff in Service Delivery Plan. 90,000 card holders/887,000 library visitors.
	Program: Library Programs and Services											
LIB-12	Provide Materials for Loan through Special Outreach Services	General Fund	0.0%	\$20,505	NO		NO	NO	NO	YES	NO	55 Special Outreach Services customers currently receiving service. (5,800 items loaned.)

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LIB-13	Outreach Services to Community Groups	General Fund	0.0%	\$12,346	NO		NO	NO	NO	YES	NO	Residents at community events, such as Neighborhood Group Meetings, National Night Out, Back to School events, Health and Safety Fair, civic meetings, etc.
LIB-14	Respond to Reference Questions for Adults	General Fund	0.0%	\$569,600	NO		NO	NO	NO	NO	YES	887,000 library visitors and telephone, mail, email and online contacts. 131,000 reference transactions.
LIB-15	Provide Classes and Programs for Adults	General Fund	0.0%	\$83,789	NO		NO	NO	NO	NO	YES	1,890 library visitors attend adult programs. 55 book displays and 6 bibliographies.
LIB-16	Administrative and Support Services for Adult Services	General Fund	0.0%	\$97,509	NO		NO	NO	NO	NO	YES	10 staff in Service Delivery Plan.
LIB-17	Information/City Staff	General Fund	0.0%	\$102,830	NO		YES	NO	NO	NO	YES	887,000 library visitors who receive the library's fliers, newsletters, program information and attend special events such as National Library Week. Community residents who read articles on library issues in the press.

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LIB-18	Respond to Information Requests from Children, Teens and Parents	General Fund	0.0%	\$422,513	NO		NO	NO	NO	YES	NO	51,000 reference transactions. 90,000 card holders/887,000 library visitors plus telephone callers.
LIB-19	Provide Classes and Programs for Children, Teens and Parents	General Fund	0.0%	\$102,649	NO		NO	NO	NO	YES	NO	12,000 library visitors and students at school programs attend Children's programs. 90 book displays and 11 booklists.
LIB-20	Administrative and Support Services for Children Services	General Fund	0.0%	\$163,926	NO		NO	YES	NO	NO	NO	8 staff in Service Delivery Plan.
	Program: Library Learning Environment											
LIB-21	Provide Library Security Services	General Fund	0.0%	\$71,263	NO		NO	NO	YES	NO	NO	887,000 library visitors. 129 staff.
LIB-22	Safety and Maintenance of Library Facility	General Fund	0.0%	\$19,487	NO		NO	NO	YES	NO	NO	887,000 library visitors. 129 staff.
LIB-23	Departmental Administrative and Support Services	General Fund	0.0%	\$515,997	NO		NO	YES	NO	NO	NO	129 library staff.
LIB-24	Participate in Regional Library Relationships	General Fund	0.0%	\$42,081	NO		NO	NO	YES	NO	NO	130,000 residents benefit from regional cooperation and the ability to use any Bay Area public library.

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LIB-25	Support Library Volunteer Activities	General Fund	0.0%	\$18,865	NO		NO	NO	NO	YES	NO	7,500 volunteer hours benefit users of all library services - 887,000 library visitors as well as users of the Western Philatelic Library (at Raynor) and customers of the Friends booksales.
LIB-26	Support Board of Library Trustees	General Fund	0.0%	\$21,172	YES	City Charter - not part	NO	NO	NO	NO	NO	5 Trustees.
LIB-27	Provide Library Technology	General Fund	0.0%	\$229,018	NO		NO	NO	NO	NO	YES	Residents and non-residents who access library resources electronically/90,000 card holders/887,000 library visitors.
LIB-28	Provide Library-Wide Staff Training	General Fund	0.0%	\$43,405	NO		NO	NO	NO	NO	YES	129 employees.
LIB-29	Grant Applications	General Fund	0.0%	\$7,690	NO		NO	NO	NO	NO	YES	887,000 library visitors.